

PSC NO: 219 GAS
NIAGARA MOHAWK POWER CORPORATION
INITIAL EFFECTIVE DATE: 08/01/03

LEAF: 64
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

13. INTERIM ESTIMATED BILLING: (continued)

13.3 Where the Company gains access to a gas meter through the use of a court order but cannot restore full service because the terms of the court order do not permit the Company access to all areas of the premises to re-light pilot lights, the Company shall lock the meter.

13.3.1 The Company may render a bill for previously unbilled service or adjust upward a bill previously rendered to a residential customer for a period up to and including twenty-four (24) months from the time the service to which the new billing or adjustment pertains.

13.3.2 The Company shall leave written notification informing the customer how service can be promptly restored. If the customer fails to contact the Company, the Company shall attempt to contract the customer, on no less than a weekly basis, until such service is restored. During the period November 1 to April 15 inclusive, no court order obtained under this section shall be enforced against any residential gas-heating customer.

13.4 Meter Reading and Estimated Bills - Non-Residential:

13.4.1 Meter Reading:

13.4.1.1 The Company will make a reading attempt to obtain an actual reading for every customer's account, on a regularly scheduled basis as provided for in the tariff.

13.4.1.2 A reading attempt requires that a meter reader visit the premises between 8:00 a.m. and 5:00 p.m. on a business day, and follow any routine access instructions.

13.4.1.3 When circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and the two previous consecutive cycle bills were not based on an actual reading, the Company will make a second similar follow-up reading attempt as soon as possible within seven calendar days after the scheduled reading date.

13.4.1.4 Customer Readings - When the Company has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly schedule for follow-up reading attempt thereafter, the Company will, within seven calendar days of the last attempt, either make another reading attempt or an appointment with the customer to read the meter.

13.4.1.5 Meter Reading Cards - Unless the customer does not have access to the meter or the customer is unable to obtain a reliable meter reading, the Company will, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer, a meter reading card.

Issued By: William F. Edwards, President, Syracuse, New York